



DATE CHANGE NOTICE TO PHASE 1 MANDATORY AND EXEMPT BENEFICIARIES

Patricia A. Jones
17 Main Street
Raleigh, NC 27603

September 23, 2019

Dear Patricia A. Jones:

NC Medicaid Open Enrollment has been extended to December 13, 2019

You now have more time to choose a health plan.

If you have not chosen a health plan yet

You now have until December 13, 2019 to choose a health plan. Use this time to find a plan that is right for you. Look for a plan that has your current primary care provider (PCP) in the network. We will choose a health plan for you if you don't choose one by December 13, 2019.

You can start using your new health plan on February 1, 2020. Until February, get care and services the way you do now. Nothing changes until February 1, 2020.

A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health, and medicine.

All plans are required to have the same Medicaid services. Some plans provide added services like programs to help you quit smoking. To learn more about the plans and the services they offer:

- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

To select a plan, go to ncmedicaidplans.gov or use the NC Medicaid mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588).

Not everyone must choose a plan

Some people may stay in NC Medicaid Direct or can choose a health plan instead. Call us at **1-833-870-5500** (TTY: 1-833-870-5588) to find the best plan.

If you have already selected a health plan

You can start using your new health plan on February 1, 2020. Until then, get care and services the way you do now. Nothing changes until February 1, 2020.

If you want to keep the plan you chose, you do not have to do anything. Your health plan will send you information and a new ID card before February 1, 2020. You will use your new ID card to get health care services beginning on February 1, 2020.

For everyone

You can decide to change your plan from the one you picked until April 30, 2020. After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date. You will get more information about how to recertify later.

Important dates and deadlines:

- December 13, 2019 – Choose a health plan before this date
- February 1, 2020 – Start using your new health plan on this date
- April 30, 2020 – Deadline to change your health plan

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). We are open from 7 a.m. to 5 p.m., Monday through Saturday. From October 14, 2019 through December 13, 2019, we will be open from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team